



**USA Staffing®**  
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# **USA Staffing Reporting & Analytics**

**Reporting and Analytics Workgroup Meeting**

August 14, 2018



**OPM HR SOLUTIONS**  
*by government, for government*

**U.S. Office of Personnel Management**  
1900 E Street, NW, Washington, DC 20415

# Agenda

- **Program Updates**
  - Cognos Performance Updates and Goals
  - Applicant Flow Data Status
  - Recruitment ROI Agency Workgroup
- **Modifications to Reports/Data Models**
  - Staffing Reports
- **Open Q&A/Demo**



# Cognos Performance Updates and Goals



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# Cognos Performance Update

## Issue:

Query performance continues to be an issue. In particular, the New Hire, Application, and Assessment areas (Staffing Reports) has slowed down in recent months. This is due to a few factors:

- Increased data volume in the USA Staffing Upgrade (Applications)
- Complexity in the underlying data structure (New Hire and Assessment)

## Solutions:

- **Short term:** Build end-of-day models for the problematic areas, modify existing views where possible – **New Hire (Sept), Applications next**



- **Long term:** Move all reporting (except for DSS) to the data warehouse – **Upgrade AFD (Aug), Production Stats and Time to Hire next**

## Short-term solution

### New end-of-day models for problem areas

- Build specific data models that will be updated nightly
- These new models will replace the source for current namespaces/query subjects, but data item paths will remain consistent to the extent possible
- Currently developing a new model for New Hire data, scheduled to be deployed to Production with Sprint 80 (September)



## Impact:

## Estimated Timeframe:

- Users **will not** need to re-develop existing reports
- Data will be updated nightly **Summer-**
- Query performance should drastically improve **Winter 2018**

## Long-term solution

### Replace the Staffing Reports (transactional) package with the Staffing Analytics (data warehouse) package

- Move all reporting (except for DSS) over to the data warehouse
- Data will be updated nightly



- After Upgrade AFD is complete (scheduled to be deployed to Production with Sprint 79 (August), the team will start working on developing Staffing Reports-type data in the data warehouse
- Staffing Analytics is a different data structure; existing reports would need to be redeveloped.
- Both Staffing Reports and Staffing Analytics will be available in parallel as we work to fully develop Staffing Analytics **Impact:**
- Users will need to re-develop existing reports
- Data will be updated nightly **Estimated Timeframe:**
- Query performance should drastically improve

**FY 2019-20**

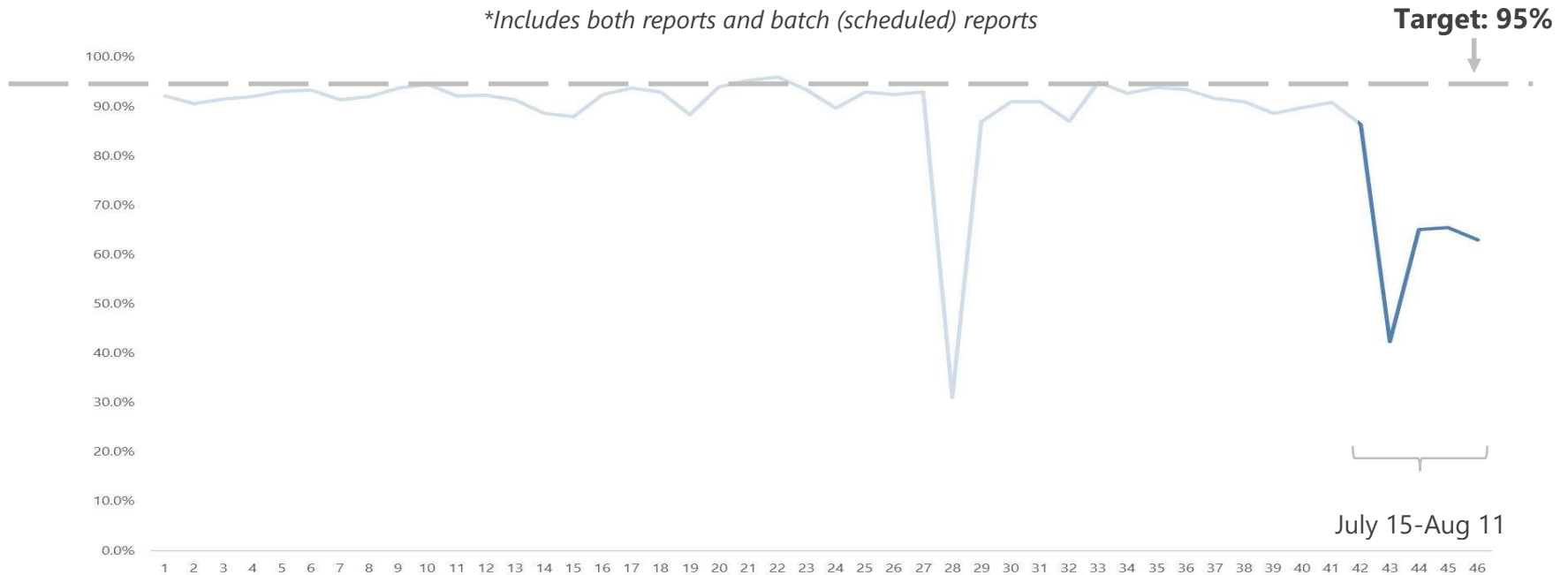




# Report Run Success Rate

## Report Run Success Rate by Fiscal Week (FY 2018 thru Aug 11th)

*\*Includes both reports and batch (scheduled) reports*



- Significant dip in percentage of reports run successfully in the last month (from a median 92.1% to 64%)
- Largely due to failures of batch reports ("Unable to execute request because there were no connections")



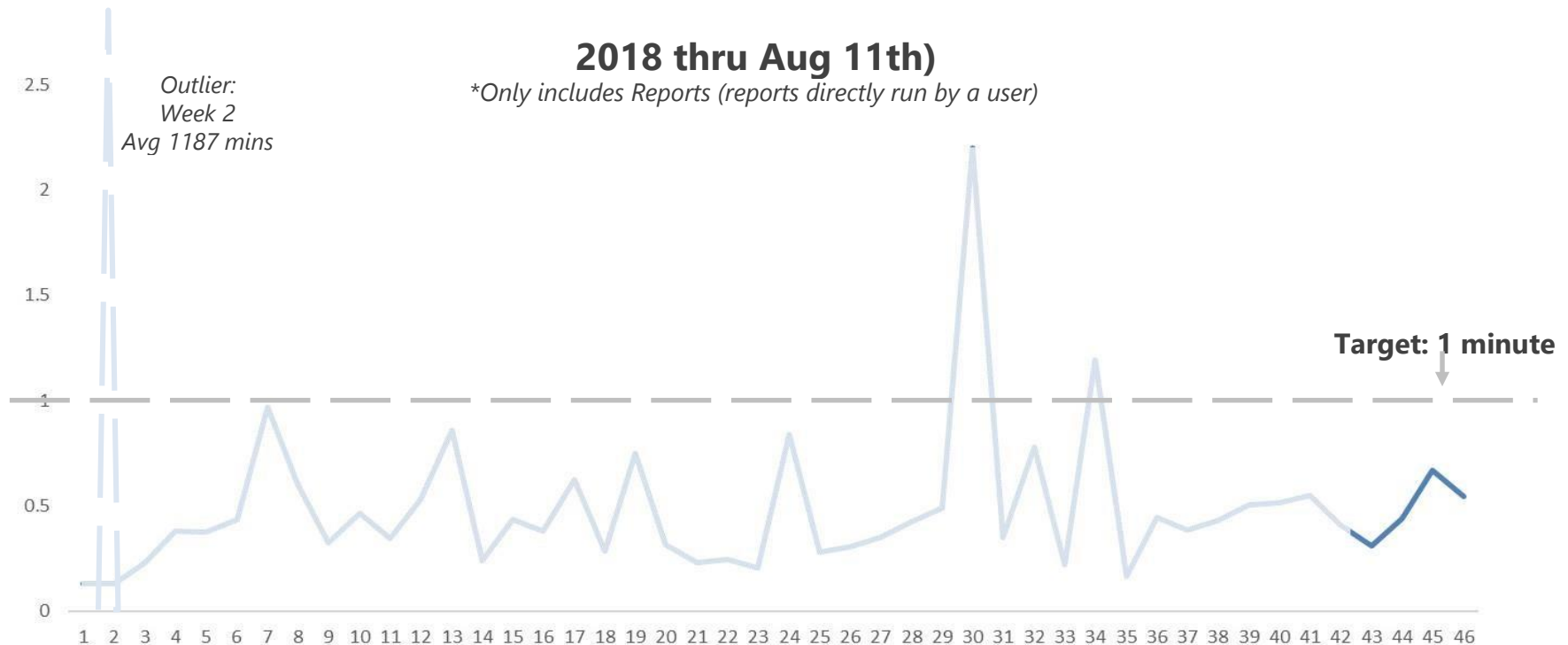
available within the configured time limit" and "Query service is busy" errors).

**We are working closely with our infrastructure team to ensure Cognos is optimally configured and that we have enough storage and processing speed for our current and future needs**

# Report Runtime



## Average Runtime (Minutes) for Successful Reports by Fiscal Week (FY



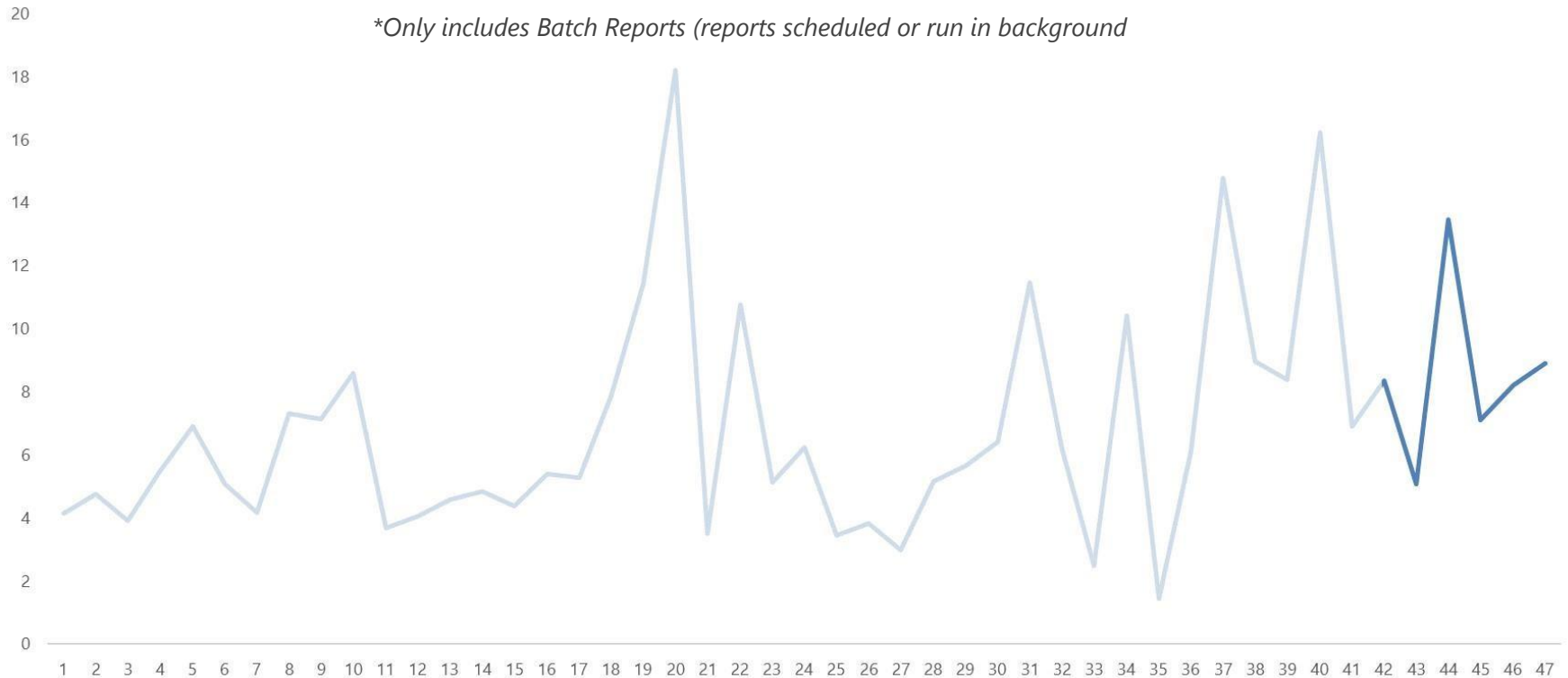
- Slight uptick in runtime (from median of 0.4 minutes to 0.49 minutes; 24 seconds to 29 seconds)  
but still under the target of 1 minute

## Batch Report Runtime



## Average Runtime (Minutes) for Successful Batch Reports by Fiscal Week (FY 2018 thru Aug 11th)

*\*Only includes Batch Reports (reports scheduled or run in background)*



- Uptick in runtime for batch reports (from median of 5.58 minutes to 8.23 minutes)





# Applicant Flow Data Status



# Applicant Flow Data Status

**Legacy USA Staffing:** We have identified gaps in the monthly and quarterly load process; users have reported that not all expected vacancy and certificate data is being populated. We are currently researching this issue and will brief the group when we know the magnitude of the issue and have a solution.

**Upgrade USA Staffing:** Data is currently only available for applications submitted in FY 2017. We are in the final stages of testing a solution that covers all fiscal years.

## Current Estimate





for Upgrade USA

**August 2018**

Staffing AFD: **Recruitment ROI Agency**  
**Workgroup**



# Are you interested in improving how you track ROI for digital advertising?

**USAJOBS and USA Staffing are partnering to establish a new workgroup to:**

- Provide a forum for agencies to pool collective knowledge on digital advertising analytics
- Share resources and experiences
- Provide training and demonstrations of digital advertising ROI tracking in practice



- Raise awareness of the tools currently available and plans for future enhancements

**If you are interested in participating in the workgroup, please contact  
Bridget Dongarra ([bridget.dongarra@opm.gov](mailto:bridget.dongarra@opm.gov))**

## **Modifications to Reports/Data Models**

**Sprint 79 is planned for deployment to Production on August 25<sup>th</sup>**

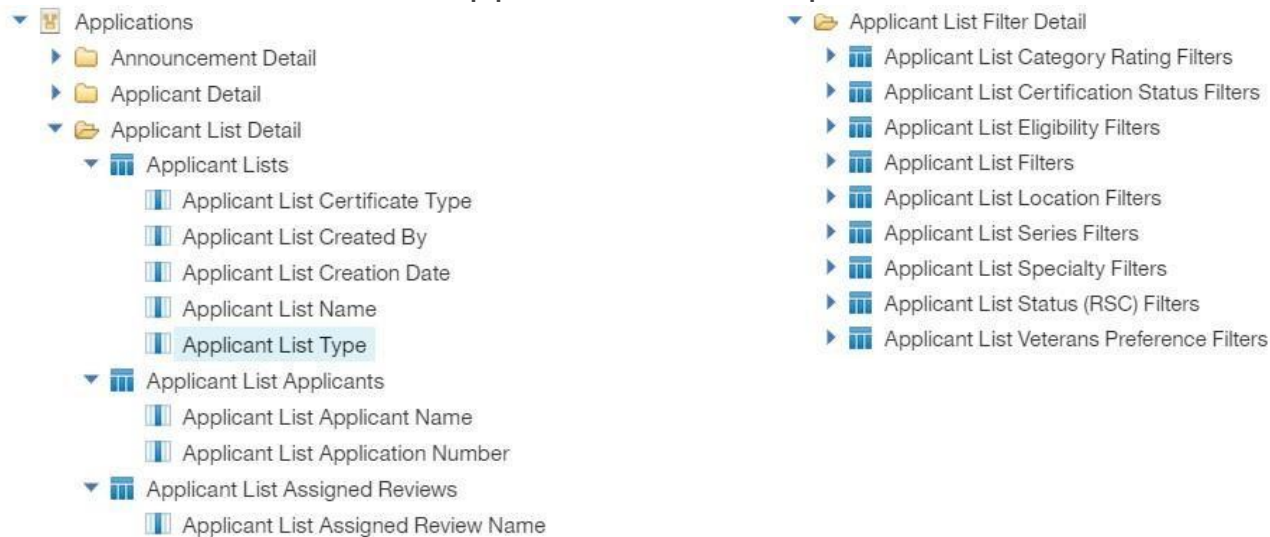


# Staffing Reports

## Data Model Changes

### Applicant List Data– Aug 25

Added new folders and query subjects to enable users to report on Stored and Saved Lists in the Applications namespace



# Staffing Reports

## Data Model Changes

### New Hire Notifications – Aug 25

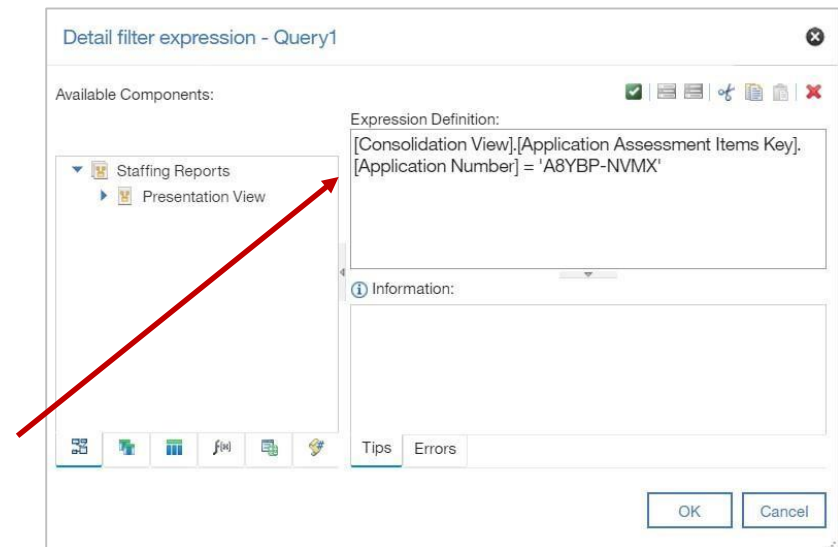
Added a query subject to capture attributes around new hire notifications

[New Hires].[New Hire Notifications]

### New Assessment Filter to improve performance– Aug 25

Added two data items at the consolidation level (not visible to Cognos users) to enable users to more easily filter assessment item/response data. To use these new items, users need to add them as custom filters on a query.

[Consolidation View].[Application Assessment Items



# Staffing Reports

Key].[Application Number] = '**Enter Application Number Here**'

[Consolidation View].[Application Assessment Items

Key].[Vacancy Number] = '**Enter Vacancy Number Here**'

**Example:** Team Content > Cognos Training > Report Author Workgroup Examples > [Vacancy Number and Application Number Filter for Assessment Reporting\\_8.14.18](#)

## New/Modified Reports

### Applicant List by Notification Message

List of applications for a Vacancy by Notification message code. The report is useful in identifying applications that were sent a specific notification message so that further action can be taken

Team Content > USA Staffing Packages and Folders > Staffing Reports > Staffing > Applicant Lists (**Available by the end of the week**)

### Applicant List Ranked by Original Application Date



# Staffing Reports

List of applications for a Vacancy ranked by the order in which the application was submitted (based on the Original Application Submitted Date). The report is useful in determining the list of applications to review when application limits are in place.

Team Content > USA Staffing Packages and Folders > Staffing Reports > Staffing > Applicant Lists ***(Available by the end of the week)***

## New/Modified Reports

### DEU Audit Reports

A series of reports designed to help agencies respond to information requests from OPM DEU auditors:

- DEU Announcement List with Selections
- DEU Announcement List with Selections and Effective Date of Appointment



# Staffing Reports

- DEU Production Activity Report
- DEU Workload Report

Team Content > USA Staffing Packages and Folders > Staffing Reports > Staffing > DEU Audit Reports





# Open Q&A/Demo



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# Resources and Contacts

## IBM Cognos Analytics User Guide

The official IBM user guide for Reporting via Cognos Analytics:

[https://www.ibm.com/support/knowledgecenter/SSEP7J\\_11.0.0/com.ibm.swg.ba.cognos.ug\\_cr\\_rptstd.doc/ug\\_cr\\_rptstd.pdf?view=kc](https://www.ibm.com/support/knowledgecenter/SSEP7J_11.0.0/com.ibm.swg.ba.cognos.ug_cr_rptstd.doc/ug_cr_rptstd.pdf?view=kc)

## USA Staffing Resource Center

Under the Reports and Analytics section, you'll find presentations from previous workgroup sessions and other resources:

[https://help.usastaffing.gov/USASUpgResCtr/index.php/USA\\_Staffing\\_Upgrade\\_Resource\\_Center](https://help.usastaffing.gov/USASUpgResCtr/index.php/USA_Staffing_Upgrade_Resource_Center)

## Cognos Report Author Training Sessions

An overview of USA Staffing data with practical exercises in running standard reports and developing custom reports in Cognos. Contact your Account Manager if you are interested in scheduling a session for the report authors in your organization



## Need Help?

If you are experiencing issues accessing Cognos or need help to create or troubleshoot a report, submit a HelpDesk ticket through USA Staffing. If you are unable to submit a HelpDesk ticket, please contact us at **[USASTaffingData@opm.gov](mailto:USASTaffingData@opm.gov)**



